



Please note: Energy Assistance must be applied for annually. If you applied last program year, whether you received assistance or not, you must reapply this year.

### HELP *When you need it most*

If you are struggling financially, we want to help you through the process of finding the assistance you need. Financial support is available through a variety of programs. Don't miss out on funds that may be available to you.

#### LIHEAP

**2024-2025 PROGRAM DATES:  
NOVEMBER 4, 2024 TO APRIL 4, 2025**

You may be eligible to receive assistance to help pay your Columbia Gas bill from the Low Income Home Energy Assistance Program (LIHEAP). LIHEAP helps eligible households maintain utility service during winter months. Furthermore, if you allow the sharing of your household information with Columbia Gas on your LIHEAP application, you may be eligible to participate in other energy assistance programs to assist with your home heating costs without the requirement to submit income documentation. You can apply online via the state's Department of Human Services website at <https://www.compass.dhs.pa.gov>. For more information, call our Energy Assistance hotline at **1-800-272-2714**.

#### LIHEAP CRISIS

**2024-2025 PROGRAM DATES:  
NOVEMBER 4, 2024 TO APRIL 4, 2025**

If you face shut-off due to lack of payments or service emergencies stemming from inoperable heating equipment, you could get a grant. These federally funded crisis grants may be applied to accounts where service has been shut off for safety or non-payment, and may be used to halt a pending shut off during the winter months. For more information, call our Energy Assistance hotline at **1-800-272-2714**.

#### DOLLAR ENERGY FUND

You could get a grant to use to pay off past-due bills or restore service. This program is available if you have exhausted all other available assistance programs. To find out if you qualify for a grant, call us at **1-800-537-7431** or apply online at [hardshiptools.org/myapp](https://hardshiptools.org/myapp).

#### CPA 2024-2025 Annual Household Federal Income Guidelines 150% Federal Poverty Level

HOUSEHOLD SIZE	ANNUAL INCOME
1	\$22,590
2	\$30,660
3	\$38,730
4	\$46,800
5	\$54,870
6	\$62,940

For family size of more than 8, add \$8,070 per year for each additional family member

#### CUSTOMER ASSISTANCE PROGRAM

**(CAP)** This program offers affordable payment plans for income eligible customers. CAP can help with long-term solutions to chronic bill payment challenges. To get started, call us at 1-888-460-4332 or apply online at [hardshiptools.org/myapp](https://hardshiptools.org/myapp).

#### PENNSYLVANIA HOMEOWNER ASSISTANCE FUND (PAHAF)

PAHAF is a housing-related program intended to assist Pennsylvania homeowners with avoiding mortgage delinquency, default, foreclosure, loss of utilities or home energy services, and displacement. The maximum amount of assistance for any homeowner under PAHAF is \$50,000. For more information or to apply today, visit Pennsylvania Homeowner Assistance Fund (<http://pahaf.org>)

**FOR ALL THE CURRENT PROGRAMS  
AND INFORMATION AVAILABLE, VISIT  
[ColumbiaGasPA.com/Assistance](https://ColumbiaGasPA.com/Assistance)  
CALL 1-888-460-4332**





Columbia Gas of Pennsylvania

WE'RE HERE FOR YOU



Available Now ENERGY ASSISTANCE & PAYMENT PLANS

Please note: Energy Assistance must be applied for annually. If you applied last program year, whether you received assistance or not, you must reapply this year.

### A LITTLE HELP Goes a Long Way

Our payment plans are designed to give you choices and help ease any financial stress you may be experiencing. Contact us if you are currently behind on your bill or as soon as you realize you need help and we'll quickly get you set up on the best plan for you.

### PAYMENT PLANS

We know there are times when it may be difficult for you to pay your bill. We offer a variety of payment plans to help you get back on track. Contact our customer care team at 1-888-460-4332.

### WARMWISE Residential Customers

Columbia Gas residential customers can now save with two new energy efficiency programs designed to reduce natural gas usage and help you save money. Visit [ColumbiaGasPA.com/WarmWise](http://ColumbiaGasPA.com/WarmWise) for saving tips and energy efficiency offerings.

### ALTERNATIVE PAYMENT OPTIONS

Just need an alternate way to pay right now? There are many options.

ONLINE or BY PHONE using our payment processing vendor Paymentus. There is no charge for using Paymentus.

Contact Paymentus online at [ColumbiaGasPA.com/PaymentOptions](http://ColumbiaGasPA.com/PaymentOptions) or by phone at 1-866-694-1828, 7 days a week, 24 hours a day

Search for IN PERSON PAYMENT LOCATIONS at [ColumbiaGasPA.com/PaymentOptions](http://ColumbiaGasPA.com/PaymentOptions).

### TAKE CONTROL of Your Energy Bill

Options are available to take control of your energy bill, including:

- Energy Assistance
- Payment Plans
- Ways to Save
- Monitoring and Managing Usage



WE'RE HERE FOR YOU to help you every step of the way... from getting back on track, to ensuring you are prepared with options that best suit your energy needs moving forward!

### MANAGING YOUR USAGE = MANAGING YOUR BILL

- **Monitor Your Usage** - Sign in to your account to view and compare previous usage, weather and bills. Multiple types of historical data on your account are available to review and compare. Don't have an online account? Register today at [ColumbiaGasPA.com](http://ColumbiaGasPA.com).
- **Find Energy Saving Tips** - Find valuable information about ways to save on your energy usage, easy conservation tips and much more.

### MANAGE YOUR BILLING AND PAYMENTS

- Budget Plan
- Billing and Payment Alerts
- Payment Options

### UNDERSTAND YOUR BILL

Get a better understanding of features and charges on your bill by visiting our website and clicking on Bills and Payments and Understanding Your Bill.

FOR ALL THE CURRENT PROGRAMS AND INFORMATION AVAILABLE, VISIT [ColumbiaGasPA.com/PaymentPlans](http://ColumbiaGasPA.com/PaymentPlans) CALL 1-888-460-4332

